

## SERVICE OVERVIEW

# Performance Optimization Service

Address existing performance issues and proactively identify potential bottlenecks before they negatively impact end-users' experience



Understand **system performance** and how the system is being used



Receive a full report with **enhancement recommendations**



**Maximize the value** of OpenText solutions



Increase **User Adoption**

**It is vital that organizations have the necessary skills to maximize the impact of Information Management and meet business objectives. Many organizations need additional skills and resources to accelerate and streamline their digital business journey and achieve the highest ROI possible.**

This service is for organizations who wish to address existing performance issues and proactively identify potential performance bottlenecks before they negatively impact end-users' experience and become the root cause of User Adoption issues. This service is also designed for those who are interested in learning more about how their system is being used, possible weaknesses and, where relevant, comparative reports with earlier performance checks.

Performance issues are often complex and usually spread across application, platform and underlying infrastructure. After removing the first identified bottleneck(s), others can surface and need to be removed in a succeeding step. This process is generally repeated until the application performance is within a realistic window of expectation.

In order to ensure that the root cause of a problem is being addressed rather than the symptom, it is important to have a clear overview of the environment and how individual components interact with and affect one another.


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As the Product vendor, OpenText has the unique ability to provide a deeper dive into key issues impacting the performance of solutions.

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## Outcomes

- Quantify and measure the performance problem(s)
- Identification of the first set of potential bottlenecks within the system
- Evaluation of the system architecture
- Review of application design, integrations and implementation of critical modules
- General system review and identification of weaknesses with regards to response times, transaction throughput, stability and availability
- Review of current implementation and operational processes from performance standpoint
- A recommended action plan based on the findings of the items listed above

A status report will be provided detailing the existing system performance, recommendations for addressing any performance issues and an overview of possibilities to increase the system performance. Recommendations can include system, platform or application configuration changes and/or infrastructure upgrades. The report will also help customers gain a detailed understanding of how the system is being used. This report will include:

- Specific software configuration weaknesses
- Specific infrastructure bottlenecks

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Please note this service is only available as part of an Optimize Assist Program.

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Contact us at: [profservices@opentext.com](mailto:profservices@opentext.com)

## About OpenText

OpenText, The Information Company, enables organizations to gain insight through market leading information management solutions, on-premises or in the cloud. For more information about OpenText (NASDAQ: OTEX, TSX: OTEX) visit: [opentext.com](https://www.opentext.com).

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